Netsmart Technologies

HOPE · WELLNESS · RECOVERY

LAC DMH
LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH

IBHIS
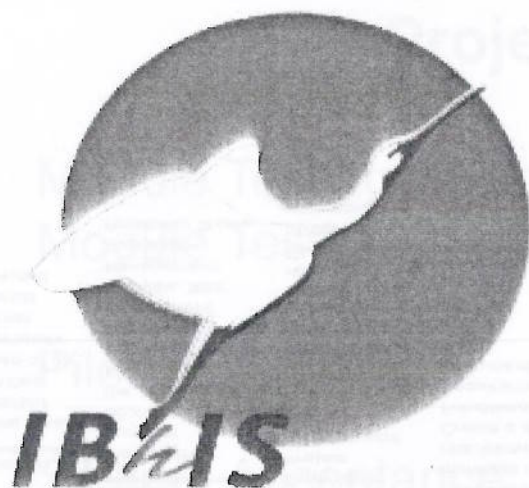
Information Technology Commission

Integrated Behavioral Health Information System (IBHIS) Project

May 6, 2013

Robert Greenless, Ph.D.
Chief Information Officer

Project Successes

- Clinical workflows completed and in review
- Module Test Scripts for Clinical completed, Module testing for Clinical beginning 5/6/13
- Completed review of gap analysis results and forwarded response to NTST
- Configuration decisions made, but financial process decisions still pending
- Module Test scripts for Financial being developed
- Remote Hosting Data Center Setup Complete - dedicated Gigabyte link now complete
- Interface work in progress
- EMT monitoring status in their weekly meeting

Project Concerns - Delay Factors

- Conceptual challenges – remains difficult to understand the "to be" state on the Financial side
- IBHIS Project operating in parallel with DMH Health Care Reform preparations and drawing on the same resources
- DMH is using vendor's Managed Services Organization Module (MSO) more aggressively than perhaps any prior implementation and issues are coming to light as a result that are taking some time to resolve
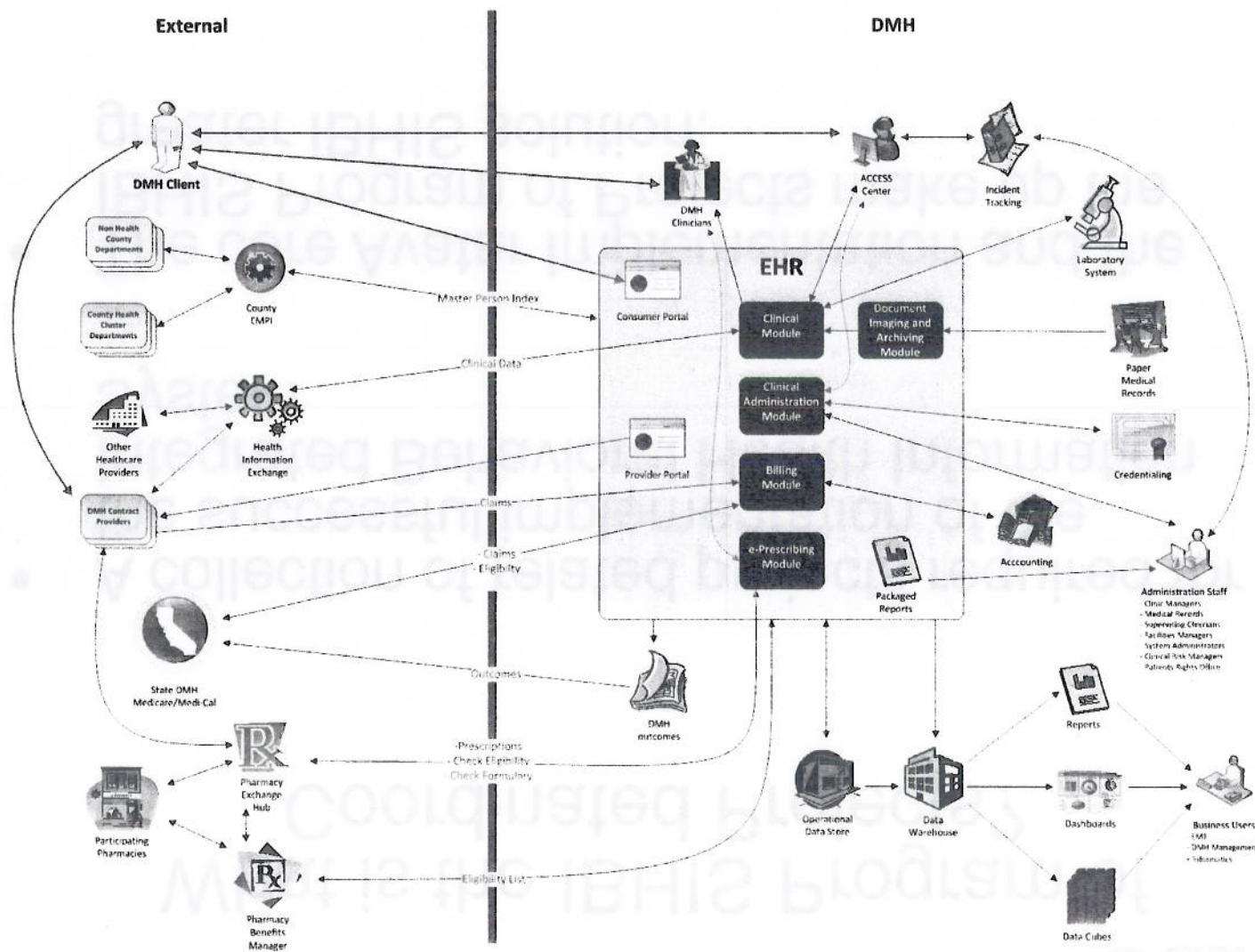
Risk Mitigation Actions

- Reallocate resources where possible to facilitate critical-path work

- Prioritize – what must be done for Pilot 1 and what can wait

- DMH HR providing near dedicated resources to assist CIOB in filling vacancies (vacancies reduced from 15 in January 2013 to 10 today with several personnel actions pending)

- Proposed splitting Pilot 1 into Pilot 1a and Pilot 1b to allow more time for DMH to resolve financial operations issues and vendor's MSO issues

What is the IBHIS Program of Coordinated Projects?

- A collection of related projects required for the successful implementation of the Integrated Behavioral Health Information System

- The core Avatar Implementation and the IBHIS Program of Projects make up the greater IBHIS solution.

IBHIS Conceptual architecture

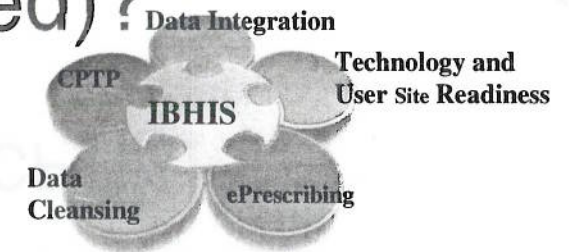## IBHIS Conceptual Architecture (Enterprise View)

What Makes Up IBHIS?

- Avatar Implementation
- Indigent Medication Program System (IMP)
- OrderConnect ePrescribing
- Expanded ePrescribing Functionality (including adjudication)
- OrderConnect Laboratory and Results Reporting
- Medical Chart Scanning and Indexing
- IBHIS Training (including site identification)
- IBHIS Pre-Conversion Data Clean-Up
- Data Conversion
- Contract Providers Transition Project (CPTP)

What Makes Up IBHIS (continued)?

Data Integration
Technology and User Site Readiness
CPTP
IBHIS
Data Cleansing
ePrescribing

- Data Integration
- Technology and User Site Readiness
- Cutover and Parallel Operations Plan
- Transition to Post Acceptance Operations
- Data Warehouse Load
- Revenue Cycle Management Business Unit for DMH
- Provider Support Organization for DMH

Pharmacy Information Management Systems (PIMS)

- ## Comprised of:
  - Indigent Medication Program System (IMP)
  - OrderConnect ePrescribing
  - Expanded ePrescribing Functionality (including adjudication)
  - OrderConnect Laboratory and Results Reporting

- ## Significant Accomplishments:
  - Acquired the MedData system to manage DMH's IMP
  - Acquired Netsmart's OrderConnect ePrescribing solution
  - Acquired OrderConnect Lab Results Reporting
  - Developed Statement of Work for expanded e-Prescribing functionality (including adjudication)

Medical Chart Scanning and Indexing

Purpose

- Capture select client medical records information electronically and make available in IBHIS.

Significant Accomplishments

- NTST acquired Perceptive, a company that markets an integrated scanning solution. DMH has decided to incorporate this new product into the scanning plan; this will be at no additional cost to DMH.

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IBHIS Training

Purpose

- To develop a perpetual IBHIS Training Program, including:
    - Assessment of computer and typing skills readiness.
    - Providing prerequisite computer and typing training.
    - Training end-users on IBHIS application and workflow.

Significant Accomplishments

- Basic skills readiness training in progress for Pilot 1 directly operated sites. It is also available to users who will be using IBHIS after Pilot 1.

- Identified training sites for Pilot 1; work in progress to identify additional sites that will be needed for the remainder of the IBHIS roll-out.

Pre-Conversion Data Clean-Up

Purpose

- To ensure that predefined legacy system data is accurate for conversion to the target Avatar System.

Significant Accomplishments

- Pilot 1 IS rendering provider data clean up and collecting new IBHIS required data elements is complete.
- The process for client record clean up has been determined and work is in progress.
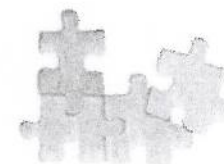
Data Conversion

Purpose

- Convert client, episode and other selected legacy data to a format that can be loaded into the Avatar database.

Significant Accomplishments

- Completed conversion program for client records, programs of service, and performing practitioner/provider
- Initial client record test file successful.
- Program of service and Pilot 1 performing practitioner/provider records successfully tested and submitted to NTST to load into the system prior to integrated testing
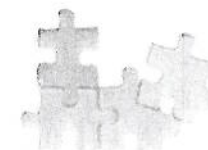
Contract Provider Transition Project (CPTP)

Purpose

- Prepare contract providers to acquire certification to exchange claims, clinical and administrative data with IBHIS.
- Transition contract providers from DDE to EDI for claims submission (in advance of the IBHIS implementation if possible).

Significant Accomplishments

- 81% of DMH Legal Entities have begun or completed EDI Certification process for claims in the IS
- 95% of the DMH Legal Entities have selected EHRS vendor
- 50% of all claims submitted electronically in FY 2011-2012
- 41% of all types of contract service providers (approximately 200) have begun or have completed the EDI certification process.

IBHIS Data Integration

Purpose

– Identify, specify, develop, test, and implement interfaces necessary for the IBHIS implementation

Significant Accomplishments

– Integration Infrastructure set up complete
– Interface analysis and development have begun
– Interfaces prioritized to identify **22 necessary for Pilot 1**
– Identified Client Web Services and Claims Interfaces as the priority for Pilot 1
– Contract Provider Certification in the planning stage; remains an area of concern with regard to available resources

Technology and User Site Readiness

Purpose

- Assess changes to Directly Operated clinic work environment due to changes in roles and responsibilities from IBHIS implementation. Adapt and reconfigure physical/technical work environment based on assessment results.

Next Steps

- Review of Pilot 1 sites near complete.
- Ordered PCs and Laptops in anticipation of Pilot 1 needs
- Currently assessing printer and scanner needs
- Review of Pilot 2 sites in progress

Cut-Over & Parallel Operations Plan

Purpose

- Identify actions and processes necessary to move DMH operations over to IBHIS from the IS and determine how to operate in the period when both systems are operational.

Next Steps

- Multi-disciplinary team working on addressing complex contract, operations, claims processing/payment, and reporting issues

Data Warehouse Load

Purpose

- Provide specific data from Avatar into the existing DMH Data Warehouse for reporting purposes

Next Steps

- Conceptual approach determined, details in progress.